Training and Experience Evaluation Preview
Information Technology Specialist 2

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. This examination consists of a Training and Experience evaluation used to evaluate your education, training and experience relevant to the position.

This Training and Experience evaluation is a scored component accounting for 100% of your rating in the examination process. It is important to complete the questionnaire carefully and accurately. Your responses are subject to verification before appointment to a position.

Section 1 Instructions:
Rate your knowledge in relation to the following job-related statements. Then choose how much experience you have demonstrating your knowledge in relation to each statement. Respond to each of the following statements by choosing the option that most closely applies to you. You are required to respond to every item.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every question and provide relevant examples. Also, indicate the references who can verify the information provided.

In responding to each statement, you may refer to your WORK EXPERIENCE, whether paid or volunteer, your EDUCATION, and/or FORMAL TRAINING COURSES you have completed.

PLEASE NOTE: This examination is designed to gain an overall assessment of your education, training, and experience as it directly relates to the duties and the knowledge, skills and abilities required for this position. Possession of specific education is **not** required to be successful in this examination; however, such achievements may substitute for desirable levels of experience. All components of this examination have been carefully validated by tying them directly to job requirements and documenting their relevance to the position.

Knowledge Statements Information Technology Specialist 2:

1. Knowledge of fundamental Information Technology concepts, practices, and/or principles to provide a foundation for technology related work.
2. Knowledge of Information Technology industry best practices and/or guidelines used to solve complex technology related issues.
3. Knowledge of policies, principles, techniques, and/or procedures used to deliver and/or support IT solutions or services.
4. Knowledge of the development and/or utilization of technologies to meet current and/or future business needs.
5. Knowledge of the System Development Life Cycle (SDLC) including the associated methodologies, tools, and processes.

Section 2 Instructions:
Rate your ability in relation to the following job-related statements. Then choose how much experience you have demonstrating your ability in relation to each statement. Respond to each of the following statements by choosing the option that most closely applies to you. You are required to respond to every item.

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Ability Statements Information Technology Specialist 2:

6. Ability to comprehend technical documents to interpret specifications, solution implementations, capabilities, interdependencies, or compatibilities.
7. Ability to effectively communicate technical information to non-technical people.
8. Ability to collaborate closely with other subject matter experts to ensure Information Technology solutions meet functional and non-functional requirements.
9. Ability to perform effectively in fast-paced environments and adjust priorities in response to urgent matters.
10. Ability to identify complex problems, perform analysis to evaluate alternatives, and recommend appropriate solutions.
11. Ability to analyze, develop, and/or document complex business processes and/or requirements utilizing industry best practices and standard methodologies.
12. Ability to provide consultation and/or expertise in at least one information technology domain to assist with IT related issues.
13. Ability to lead or oversee Information Technology efforts by coordinating with multi-disciplinary groups to deliver an Information Technology product, service, or system as a business solution.
14. Ability to respond to incidents or requests to meet service and/or operational level expectations.